State/Tribes/IHS Billing Workgroup
Monthly Teleconference Minutes
Wednesday, June 19, 2013 1:00 pm

Attendees: **Crow IHS** – Margarita Bulltail; **Fort Belknap IHS** - Mary Mount, Nadine Sullivan; **Billings Area Office IHS** - Felecia Blackhoop, Deanna Dennis; **CSKT Tribal Health** – Penny Anderson, Billie Felix; **Blackfeet IHS** – Jody Guardipee; **Rocky Boy Health Board** – Jill Monteau, Amber Nault, Desiree Sutherland, Shane Patacsil, Serene Sunchild, Elaine Coffee, **DPHHS** – John Hein, Brett Williams, Duane Preshinger, Ian McEwen, Lesa Evers; **Xerox** – Danielle Wood.

Introductions and roll call.

Opening Discussion – DPHHS Tribal Relations Manager Lesa Evers reported that she is bringing the new Department of Public Health and Human Services Director Richard Opper out to visit the Indian Reservations and meet with Tribal Councils, Tribal Health Directors and IHS Service Unit CEOs. He is interested in learning how healthcare is delivered on each respective reservation. Last week, Lesa Evers, Director Opper, and State Medicaid Director Mary Dalton visited the Blackfeet and Flathead Reservations   They also stop and visit with local Offices of Public Assistance, and other offices that fall under the Department.

Questions were addressed from participants and include the following:

TOPIC: **Eyeglass Dispensing Fee**

Q: Why are my Eyeglass Dispensing claims denying? I'm billing a Procedure Code 92340 with a Revenue Code of 509. I followed instructions according to the official letter from DPHHS dated May 13, 2013.

A: When the first claim was submitted under these codes, it triggered an internal error that we are working to get fixed. We anticipate this will take less than two weeks. We also will send out official correspondence as to when the system claim edits are posting as paid. Please hold off on billing these claims until our system error is fixed. Thank you for your patience.

TOPIC: **Facility NPI Number**

    Q: Do I bill my CHIP Dental claims with the provider's NPI number, or the Facility NPI number?

    A: Claims should be submitted using the Facility NPI number.

TOPIC: **Point of Sale**

    Q: When I insert the Medicaid ID in to the Point of Sale system, it denies randomly. If I change it to the social security number, that same claim pays. Which is the correct way to bill?

    A: We learned on our recent call that several tribes are having this same experience – some for a long time and some just recently. We are working with our contractor to see if this can be corrected.

TOPIC: **Multiple Visits**

    Q: When will we be able to bill claims on separate claim forms for the same date of service?

    A: We have been working on this and our target resolution date is July 1, 2013. The Department of Public Health and Human Services will provide formal notification when this has been completed and ready for use.

TOPIC: **Ambulance**

    Q: How do I authorize an <u>emergency</u> ambulance ride for a Medicaid patient?

    A: Emergency ambulance claims must be reported to Mountain Pacific Quality Health <u>within 180 days</u> for medical review. You will then be issued an authorization number to include on the claim form. Please call the Mountain-Pacific Quality Health Foundation at **(800) 292-7114** or fax in the CMS 1500 and trip report to **(877) 362-5862.**

    Q: How do I authorize a <u>scheduled</u> ambulance ride for a Medicaid patient?

    A: Scheduled ambulance claims must be prior authorized <u>before the ride.</u> Please call the Mountain-Pacific Quality Health Foundation at **(800) 292-7114.**

    Reminder: Authorization is needed for <u>all</u> transportation claims.

Next Teleconference

The next call will be held on **Wednesday, July 17th, 2013 at 1:00 pm.** Information to call in will be sent out Monday afternoon, July 15th. Participants are encouraged to submit their agenda items to Ian McEwen at imcewen@mt.gov. Minutes from all previous calls are available here, at the bottom of the page:

www.mtmedicaid.org

Minutes for this Teleconference, and all other Teleconferences, are always available here:
http://medicaidprovider.hhs.mt.gov/providerpages/providertype/57.shtml